



# Avid Unity™ MediaNetwork

## Version 4.2.4 ReadMe

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### Revision History

Date Revised	Release	Changes Made
9/8/2008	v4.2.4	<p>Avid Unity MediaNetwork v4.2.4 now supports the MEDIAarray XT. For details, see <a href="#">“MEDIAArray XT Qualification”</a> on page 7.</p> <p>The ATTO® CTFC-41EL Fibre Channel adapter board is no longer supported on Macintosh Pro clients in Avid MediaNetwork v4.2.4. The decision was made based on complex configurations and resolution limitations, see <a href="#">“Fibre Channel ATTO 41EL Adapter Board”</a> on page 8.</p>
2/1/2008	v4.2.4	<p>Avid Unity MediaNetwork v4.2.4 includes several software fixes, see <a href="#">“What Is New In Version 4.2.4”</a> on page 8.</p>
12/29/2006	v4.2.3	<p>Avid Unity MediaNetwork v4.2.3 adds support for Macintosh clients with Intel-based processors, see <a href="#">“What Was New In Version 4.2.3”</a> on page 10.</p>
11/17/2006	v4.2.1	<p>Macintosh® G4 systems are supported as clients only with Avid Meridien™ editing systems (see <a href="#">“Supported Hardware”</a> on page 11).</p> <p>Also added Macintosh G5 systems using Mac OS X 10.3.9 on Avid Adrenaline and Avid Mojo is supported.</p>

## Revision History

Date Revised	Release	Changes Made
11/17/2006	v4.2.1	<p>The following Avid Meridien editor versions were made to work with Avid Unity MediaNetwork v4.2.1 and later.</p> <ul style="list-style-type: none"><li>• Media Composer 12.5.6 (Windows), 12.1.4 (Mac)</li><li>• Symphony 5.5.6 (Windows), 5.1.4 (Mac)</li><li>• Avid Xpress 6.5.6 (Windows), 6.1.4 (Mac)</li><li>• NewsCutter 4.5.6 (Windows)</li><li>• Media Station XL 12.5.6 (Windows)</li></ul> <p>Avid recommends you install these versions of Avid editing software only if you are using MediaNetwork v4.2 and later.</p>
10/5/2006	v4.2.2	<p>Correction on the supported platforms with Avid DS Nitris and Avid Symphony Nitris in the Avid Unity MediaNetwork environment (see <a href="#">page 13</a>).</p>
9/26/2006	v4.2.2	<p>Avid Unity MediaNetwork v4.2.2 resolved an issue that was found in v4.2.1. The Date and Time stamp now displays correctly when a Directory has been modified.</p>
8/09/2006	v4.2.1	<p>Avid Unity MediaNetwork v4.2.1 adds support for the Avid Interplay system. This release also adds hardware support for the for hardware used in earlier Avid Unity MediaNetwork v4.0 and v4.1.x releases.</p> <p>The 4U MEDIArray ZX and the LANserver EX chassis can now coexist in the same environment with the 3U MEDIArray LP and the LANserver LP chassis. For a list for fixed items besides these features, see <a href="#">“Fixed Items in Avid Unity MediaNetwork v4.2.1” on page 10</a>.</p>

## Important Information

Avid recommends that you read all the information in this ReadMe file thoroughly before installing or using any new software release.

**Important:** Search the Avid Knowledge Base for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published. If you are upgrading from MEDIArray ZX and the LANserver EX see the *Avid Unity MediaNetwork Version 4.x to Version 4.2.1 Upgrade Instructions* included in the documentation folder on the Avid Unity MediaNetwork v4.2.1 installer CD.

This ReadMe provides information about the following systems and clients that use the Avid Unity MediaNetwork v4.2.x software:

- File Manager
- MEDIArray LP, MEDIArray XT, and MEDIArray ZX
- LANserver LP and LANserver EX
- PortServer Pro
- Macintosh® Ethernet clients
- Macintosh Fibre Channel clients
- Windows® Ethernet clients
- Windows Fibre Channel clients

The ReadMe also describe new features, hardware and software requirements, and information you should know before using your Avid Unity MediaNetwork. They also list all known issues or limitations for the hardware and software.

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# If You Need Help

If you are having trouble using Avid Unity Media Network:

1. Retry the action, carefully following the instructions given for that task. It is especially important to check each step of your workflow.
2. Check this ReadMe file for the latest information that might have become available after the documentation was published. Also check online for the most up-to-date ReadMe because the online version is updated whenever new information becomes available. To view the online ReadMe, select ReadMe from the Help menu, or visit the Knowledge Base at [www.avid.com/readme](http://www.avid.com/readme).
3. Check the documentation that came with your Avid application or your hardware for maintenance or hardware-related issues.
4. Visit Avid Online Support at [www.avid.com/onlineSupport/](http://www.avid.com/onlineSupport/). Online support is available 24 hours per day, 7 days per week. Search the Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read or join online message-board discussions.

# Symbols and Conventions

ReadMe documents use the following symbols and conventions:

Symbol or Convention	Meaning or Action
	A note provides important related information, reminders, recommendations, and strong suggestions.
	A caution means that a specific action you take could cause harm to your computer or cause you to lose data.
>	This symbol indicates menu commands (and subcommands) in the order you select them. For example, File > Import means to open the File menu and then select the Import command.
▶	This symbol indicates a single-step procedure. Multiple arrows in a list indicate that you perform one of the actions listed.
<i>Italic font</i>	Italic font is used to emphasize certain words and to indicate variables.
<b>Courier Bold font</b>	Courier Bold font identifies text that you type.
Ctrl+key or mouse action ⌘+key or mouse action	Press and hold the first key while you press the last key or perform the mouse action. For example, ⌘+Option+C or Ctrl+drag.

# MEDIArray XT Qualification

The Avid MEDIArray XT has been qualified to use as a storage expansion chassis with Avid Unity MediaNetwork v4.2.4. This expansion storage hardware used in Avid Unity MediaNetwork v5.x, is now qualified in the Avid Unity MediaNetwork v4.2.4 infrastructure, including Avid Unity LANshare LP infrastructures.

If working in an Avid Unity LANshare EX infrastructure and you need to increase your available storage, Avid has a generous hardware upgrade program that is more cost effective than bringing your system in compliance for this capability. Please call your Avid representative for more details, or visit [Avid.com](http://Avid.com) for contact information.

You must download and install the Avid Unity MediaNetwork v4.2.5 intelligent bunch of disks (IBOD) software before you can use the Avid MEDIArray XT in the Avid Unity MediaNetwork v4.2.4 infrastructure.

The following are the notes about the Avid MEDIArray XT qualification:

- The Avid MEDIArray XT, Avid MEDIArray LP, and Avid MEDIArray ZX storage enclosures can be used with the same File Manager.
- Only the 500 GB drives are supported in the Avid MEDIArray XT.
- The Avid MEDIArray XT ships with the ATTO Fiber Channel driver v2.61 and the Avid Unity MediaNetwork v4.2.4 infrastructure was qualified with v2.51. Both ATTO versions can co-exist in the Avid Unity MediaNetwork v4.2.4 infrastructure. You do not need to reinstall the ATTO drives on either the Avid MEDIArray XT or Avid Unity MediaNetwork v4.2.4 infrastructure.
- The Avid MEDIArray XT ships Windows XP operating system and an ATTO CTFC-41XS Fibre Channel adapter board in slot 6. (Slot locations are identified in [“PCI Board Locations” on page 22](#). The illustration is for the Avid MEDIArray LP but the Avid MEDIArray XT slots are numbered the same way.)
- The Avid MEDIArray XT supports the dual-switch configuration in the Avid Unity MediaNetwork v4.2.4 infrastructure. Although you must order the dual-channel ATTO CTFC-42XS Fibre Channel adapter board and replace the single-channel ATTO CTFC-41XS Fibre Channel adapter board preinstalled in slot 6.
- Connect and configure the Avid MEDIArray XT as documented for the Avid MEDIArray LP in the *Avid Unity MediaNetwork MEDIArray LP Setup Guide* and *Avid Unity MediaNetwork File Manager Setup Guide* or *Avid Unity LANserver LP Setup Guide*.
- The zoned switch workflow for uncompressed Meridien clients is not supported with the Avid MEDIArray XT.

### To install the IBOD software:

1. Go to [www.avid.com/onlineSupport/](http://www.avid.com/onlineSupport/) and download the IBOD software and copy it to the Avid MEDIArray XT.
  - a. Search the download center for “IBOD Software for the MEDIArray XT chassis.” This file is located in the 4.2.x area with the MediaNetwork 4.2.4 installers.
  - b. Unzip the AvidIBOD\_MN4.2.5.zip file in the download and copy the AvidIBOD\_MN4.2.5 folder that is created to the Avid MEDIArray XT.
2. Double-click the Setup.exe file in the folder.
3. Follow the on-screen instructions and restart the Avid MEDIArray XT when prompted.



*If you need to uninstall the IBOD software use the Add/Remove Programs in the Windows Control Panel.*

## Fibre Channel ATTO 41EL Adapter Board

This section provides ATTO CTFC-41EL Fibre Channel adapter board restrictions when used in Avid Unity MediaNetwork v4.2.4 clients. This board should only be installed in software-only editing clients, Avid Mojo clients, and Avid Adrenaline clients. Do not use the board ATTO CTFC-41EL Fibre Channel adapter board in the following configurations:

- Avid Symphony Nitris
- Avid Nitris DX
- Avid Mojo DX
- Macintosh Pro clients

## What Is New In Version 4.2.4

The following items were fixed in Avid Unity MediaNetwork v4.2.4:

- Updates were made in Avid Unity MediaNetwork v4.2.4 to allow Final Cut Pro® v6.0 and v5.1.x project files to be saved properly to Avid Unity workspaces when the 2 GB file limit is reached.
- Previously, Macintosh clients that were editing and saving sequences to a shared bin would stop responding. This issue has been corrected.
- Your editing application no longer stops responding when exporting an AAF (format) clip at 1:1 (resolution) from an Avid Unity MediaNetwork workspace.



- The Windows 2003 server operating system running on the Avid Interplay Engine no longer stops responding when the File Manager performs a failover.
- Avid has qualified the ATTO Celerity FC-41EL adapter board for connecting Avid MediaNetwork clients to the Avid MediaNetwork environment. If using this board in a direct connection to a LANserver, see [“LANshare Fibre Channel Connection to the Client” on page 9](#).

## LANshare Fibre Channel Connection to the Client

If you are directly connecting a Fiber Channel client using an Celerity ATTO FC-41EL adapter board to a LANshare v4.2.4 (4 Gb environment), you must manually configure the connection mode on the client with the FC-41EL to Point-to-Point (PTP).



*When using any other Celerity ATTO Fiber Channel adapter, see the ATTO configuration limitation during upgrades [page 43](#).*

### To reset the Connection Mode setting:

1. Copy the ATTO Configuration Tool from the Avid Unity MediaNetwork v4.2.4 installer kit to the Avid Unity Fibre Channel client and install the tool. The ATTO Configuration Tool installer is located in the following location:
  - (Windows) [Installer DVD or download package]:\Drivers\_Firmware\HostBusAdapters\ATTO\Utilities\Windows\3.07\win\_app\_configtool\_307.exe
  - (Macintosh) [Installer DVD or download package]:Drivers\_Firmware\_Mac\HostBusAdapters\ATTO\Utilities\OSX\3.07\Osx\_app\_configtool\_307.dmg
2. Double-click the installer file, the tool installs on local hard drive.
3. Do one of the following:
  - (Windows) Click the Start button, and select Programs > ATTO Configuration Tool > Configuration Tool.
  - (Macintosh) Navigate to the Applications folder and then double-click ATTO Configuration.

The ATTO Configuration tool opens.

4. In the Device Listing window, navigate to the appropriate channel on your host adapter. The NVRAM Configuration tab opens.
5. Click the Connection Mode menu, and select Point-to-Point (PTP).
6. Click Commit.
7. Restart your system for the change to take effect.

## What Was New In Version 4.2.3

The following new features are available in Avid Unity MediaNetwork v4.2.3:

### Support for Mac Pro Clients

Macintosh platforms that have Intel processors using Macintosh OS X version 10.4.8 have been qualified as Avid editing clients in the Avid Unity MediaNetwork environment.

### Fixed in v4.2.3

The following items were fixed in Avid Unity MediaNetwork v4.2.3:

- Macintosh® OS X clients now supports case insensitive file names.
- Final Cut Pro® project files are now saved correctly.
- Final Cut Pro media files no longer go offline even though the media exists.
- The PMR database files that Avid editing systems use were not updating correctly on Mac OS X Fibre clients. These files now update correctly.

## Fixed Items in Avid Unity MediaNetwork v4.2.1

The following items were fixed in Avid Unity MediaNetwork v4.2.1:

- The identify drive feature in the LANshare LP now accurately identifies the correct drive.
- Reference to the MEDIArray correctly states the product name when you uninstall/reinstall MEDIArray LP.

## What Was New In Version 4.2

The following new features are available in Avid Unity MediaNetwork v4.2. The LANserver LP replaced the LANshare EX3, and the MEDIArray™ LP replaces the MEDIArray ZX, and provides the following hardware features:

- New LANserver LP and MEDIArray LP hardware
- Reduction of Hazardous Substances (RoHS) compliant
- Support for the 500 GB drives.

- Support of one MEDIArray LP drive enclosure with up to five Fibre Channel clients using dual-channel Fibre Channel adapter boards in the LANserver LP
- A new Rev 7.3.0.0 Alacritech Ethernet driver is needed for Ethernet clients using the Alacritech board. The proper driver is loaded on the all shipping LANserver LPs.
- Support for Mac OS X 10.4.6 and 10.4.7 for Media Composer® Adrenaline Ethernet and Fibre Channel clients

## Hardware and Software Requirements

Avid Unity MediaNetwork v4.2 does not support any upgrades from earlier versions of MediaNetwork software. You must have Avid Unity MediaNetwork v4.2.1 or later to use v4.0 and v4.1.x hardware.

### Supported Hardware

The following table list the hardware that is supported in the Avid Unity MediaNetwork v4.2.2 environment and which HBA is required. When using the PCI-X CTFC-41XS ATTO board in, see [“ATTO Board Slot Location” on page 14](#) for slot information.

#### Supported Hardware

Hardware	HBA Required
<b>File Manager</b>	
SR2400 Windows XP Pro	ATTO CTFC-41XS
SR2200 Windows XP Pro, upgrade in field	ATTO CTFC-41XS
<b>PortServer/PortServer Pro</b>	
SR2400 Windows 2000 Server	ATTO CTFC-41XS
<b>Productivity Tools</b>	
SR2400 Windows 2000 Server, Windows XP Pro, and Windows 2003 Server	ATTO CTFC-41XS
<b>Storage</b>	
MEDIArray LP Win XP Pro	ATTO CTFC-41XS
MEDIArray XT Win XP Pro	ATTO CTFC-41XS ATTO CTFC-42XS
MEDIArray ZX4	4 Gb CTFC-41XS
MEDIArray ZX3 and MEDIArray ZX2	Upgrade to 4 Gb CTFC-41XS

## Supported Hardware (Continued)

Hardware	HBA Required
<b>Fibre Channel Boards</b>	
ATTO CTFC-41XS	Clients and servers
ATTO CTFC-41ES	Mac G5 PCI-E
ATTO CTFC-42XS	LANserver LP, LANserver EX
ATTO CTFC-42ES	LANserver LP
<b>Editor Platforms</b>	
HP® xw9300 (Avid DS Nitris only)	ATTO CTFC-41XS (PCI-X)
HP xw8600	ATTO CTFC-41ES (PCI-E) ATTO CTFC-41EL (PCI-E)
HP xw8400	ATTO CTFC-41ES (PCI-E) ATTO CTFC-41EL (PCI-E)
 <i>Requires four 1-GB DIMMs of RAM in the HP xw8400 workstation.</i>	
HP xw8400 (Avid DS Nitris only)	ATTO CTFC-41XS (PCI-X)
HP xw8200	ATTO CTFC-41XS (PCI-X) ATTO CTFC-41EL (PCI-E)
HP xw8000	ATTO CTFC-41XS (PCI-X)
Mac Pro with OS X	ATTO CTFC-41ES (PCI-E)
Mac G5 with OS X	ATTO CTFC-41XS (PCI-X) ATTO CTFC-41ES (PCI-E)
Mac G4 with OS X (Meridien only)	ATTO 3300
<b>Ethernet Switches</b>	
Asante® 65120-2G and 65120-12G	—
Asante 35160-T and 35160-G	—
Cisco® 3750G-24T	—
SMC 8824	—
<b>Fibre Switch</b>	
MEDIASwitch 16-4G (4 Gb)	—

## Unsupported Hardware

The following list a few hardware components that is *not* supported in the Avid Unity MediaNetwork v4.2.x environment:

- 2 GB switches
- 2 GB storage
- 2 GB MEDIArray ZX chassis

## Supported Software

The following tables list the operating systems and Avid client software that is supported in Avid Unity MediaNetwork v4.2.x.

### Supported Software Editor Operating Systems and Service Packs

Software	Version
Windows® XP	Service Pack 2
Windows 2000	Service Pack 4
Mac OS X	10.3.9, 10.4.6, and 10.4.7 10.2.6 on Meridien clients

### Editing Client Requirements for Avid Unity MediaNetwork v4.2.4

Software	Release Number	Required Hardware
Media Composer®	v2.2.x, v2.5, and later on Win XP	Dual Processor HP xw8000, HP xw8200, or HP xw8400
	v1.8.4 on Mac OS X 10.4.3	Macintosh G5, Mac Pro, and Dual
	v2.5 and later on Mac OS X 10.4.6 and 10.4.7	Quad-Core Mac Pro systems (8-core processing)
Avid iNEWS Instinct™	v1.0 and later	Workgroup Environment
Avid Interplay™	v1.0 and later	SR2400
Avid Symphony™ Nitris®	v1.0 and later	Dual Processor HP xw8200, HP xw9300, or Dual Quad-Core Processor HP xw8400
Avid DS Nitris	v7.6 and v8.0 (32-bit only)	Dual Processor HP xw8200



*Avid DS Nitris 64-bit is not supported in this release of Avid MediaNetwork*

For the most up to date information, see the Product Information listing at: <http://www.softimage.com/avidds>

## Editing Client Requirements for Avid Unity MediaNetwork v4.2.4 (Continued)

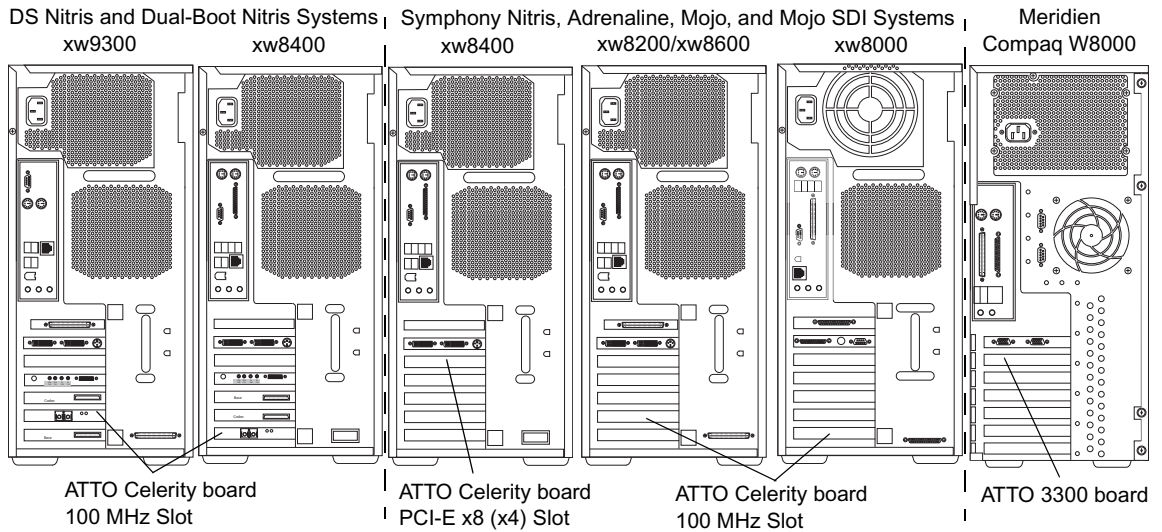
Software	Release Number	Required Hardware
NewsCutter® Adrenaline and NewsCutter XP	v6.2.x and v6.5, and later	Dual Processor HP xw8000, HP xw8200, or HP xw8400
Media Composer Meridien	v12.5.4 Win2K	Single Processor HP xw8000 with 3.06 or 2.8 GHz systems or single processor Compaq® W8000 with 2.8 GHz CPU.
	Mac OS X 10.2.6	Macintosh G4 systems
NewsCutter Effects/XP Meridien	Effects v4.5.4 XP v3.8.13	Single Processor HP XW8000 with 3.06 or 2.8 GHz CPUs. Single processor Compaq W8000 with 2.8 GHz CPU.
Avid Xpress® Pro	v5.2.x, v5.5 and later on Win XP v4.8.4 on Mac OS X 10.4.3 v5.5 and later on Mac OS X 10.4.6 or 10.4.7	Dual Processor HP xw8000, HP xw8200, or HP xw8400  Macintosh G5, Mac Pro, and Dual Quad-Core Mac Pro systems (8-core processing)
Avid Unity MediaManager	v4.5.3, 4.5.4, and later	SR2400, SR2200
Avid Unity TransferManager	v2.9.6, 2.9.7, and later	SR2400, SR2200
AirSpeed®	v1.5.2 and later	
CaptureManager	v2.7.1.1, 2.7.2.2, and later	
digidesign® Pro Tools	v7.1cs6 and later	

## ATTO Board Slot Location

The following illustration identifies the ATTO board slot for the Windows platforms.

- HP xw9300
- HP xw8600
- HP xw8400
- HP xw8200
- HP xw8000
- Compaq W8000

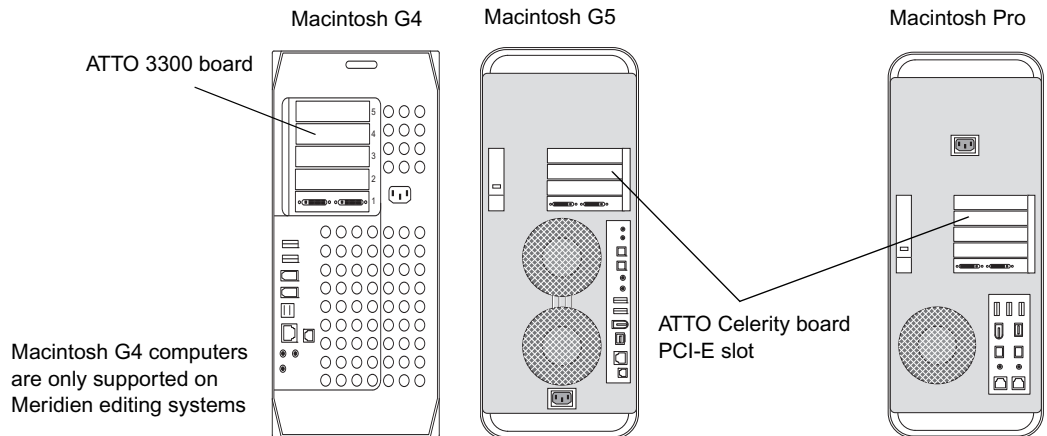
## Slot Locations for ATTO Celerity in Supported Windows Computers



The following illustration identifies the ATTO board slot for the Macintosh platforms.

- Avid supported Macintosh G5 running OS X 10.3.9, 10.x
- Avid supported Macintosh G4 running OS X 10.2.6

## Slot Locations for ATTO Celerity in Supported Macintosh Computers



# Fibre Channel Adapter Board Firmware and Drivers

The following table lists the revisions of supported firmware and driver needed for Fibre Channel boards on servers and storage for Avid Unity MediaNetwork v4.2.x. To load Firmware and drivers, see [“Loading Fibre Channel Drivers” on page 39](#).

## ATTO Fibre Channel Adapter Boards Firmware and Driver Versions

Platform	CTFC-41XS (PCI-X) Single Channel		CTFC-41EL (PCI-E) <sup>a</sup> and CTFC-41ES (PCI-E) Single Channel		CTFC-42XS (PCI-X) and CTFC-42ES (PCI-E) Dual Channel	
	Firmware	Driver	Firmware	Driver	Firmware	Driver
LANserver LP	NA	NA	NA	NA	2.5 <sup>b</sup>	2.51
LANserver EX	NA	NA	NA	NA	2.5 <sup>b</sup>	2.51
MEDIArray LP	2.5 <sup>b</sup>	2.51	NA	NA	NA	NA
MEDIArray XT	2.5 <sup>b</sup>	2.61	NA	NA	2.5 <sup>b</sup>	2.61
MEDIArray ZX	2.5 <sup>b</sup>	2.51	NA	NA	NA	NA
PortServer Pro <sup>c</sup>	2.5 <sup>b</sup>	2.51	NA	NA	NA	NA
File Manager (SR2400 and SR2200)	2.5 <sup>b</sup>	2.51	NA	NA	NA	NA
Windows 2000 clients	2.5 <sup>b</sup>	2.51	NA	NA	NA	NA
Windows XP clients	2.5 <sup>b</sup>	2.51	2.5	2.51	NA	NA
Mac clients						
OS X 10.3.9	1.1.0	2.5.0	1.1.0	2.5.0	NA	NA
OS X 10.4.x	1.1.0	3.0.0	1.1.0	3.0.0	NA	NA

- The ATTO CTFC-41ES adapter board is supported on Windows platforms and with the Mac Pro, it is not supported in the Macintosh G5 (PowerPC).
- Firmware version 2.5 is listed by the date of December 8, 2006.
- The PortServer Pro on a 2200 requires the ATTO 3300 with v2.4 firmware and v2.4.2 driver.

## Meriden Driver Requirement

The 2-Gb ATTO 3300 boards work in a 4-Gb environment, but only in 2-Gb mode with Meriden clients. The ATTO 3300 boards must be running v2.4 firmware. Use v2.5 of the ATTO Configuration Tool to perform firmware upgrades on ATTO 3300 boards



**Drivers for 2-Gb ATTO 3300 Board (Meridien Clients Only)**

<b>Operating System</b>	<b>ATTO 3300 Driver</b>	<b>ATTO 3300 Firmware</b>
Mac OS X 10.2.6 4-Gb environment	2.4.1	2.4
Windows 4-Gb environment	2.4.2	2.4

**Other Adapter Board Firmware and Drivers**

The File Manager and its Ethernet clients need the correct Ethernet adapter board firmware and driver versions to function properly in a MediaNetwork workgroup. The following two tables list the supported firmware and drivers for the Ethernet adapter boards in the File Manager, PortServer, and Windows Ethernet clients.

**Adapter Board Firmware and Driver Versions**

<b>Component</b>	<b>Adapter Board</b>	<b>Intel SR 2400 Driver</b>	<b>Alacritech Driver</b>
File Manager,	Built-in Ethernet Intel PRO1000MT	8.6.110	NA
PortServer Pro	Alacritech adapter board	NA	7.3.0.1 or 7.3.1.0

**Client Adapter Board Firmware and Driver Versions**

<b>Component</b>	<b>Alacritech Adapter Board</b>	<b>Driver</b>
Clients	Ethernet (Windows 2000)	7.3.0.1 or 7.3.1.0
	Ethernet (Windows XP)	7.3.0.1 or 7.3.1.0

**Windows XP Firewall**

If you install SP2 on an Avid Unity client system, make sure to do the following:

1. Launch the Security Center application from Start > Programs > Accessories > System Tools > Security Center.
2. Click Windows Firewall.
3. In the General tab, make sure Firewall is turned ON.

4. In the Exceptions tab, make sure the Avid Unity MediaNetwork is listed in the exceptions list and has a check mark next to it.
5. In the Exceptions tab, make sure the Avid Unity Connection Manager is listed in the exceptions list and has a check mark next to it.
6. In the Advanced tab, navigate to the ICMP area and click the Settings button.
7. Make sure “Allow incoming echo requests” has a check mark next to it.
8. In the main Security Center window, click Windows Update. Make sure the “Turn off Automatic Windows Updates” is selected.

## Using the Avid Unity MediaNetwork Help on the Macintosh

When you are using the search feature in the Avid Unity MediaNetwork Help, a bug exists if Safari is your default browser. You might experience issues when performing searches. You need to empty the Safari cache in between searches (Select Safari > Empty Cache.) This search issue does not occur when using Firefox as your browser.

## File Manager

The Administration Tool should not be run on the File Manager during periods of heavy use. Running the Admin Tool on the File Manager during periods of heavy use can cause the Admin Tool to become unresponsive and, in some cases, trigger a File Manager reboot or failover. If the Admin Tool must be consulted during such a period, it must be run on a Fibre Channel client, such as an editor or PortServer Pro.

The File Manager is a PC-compatible system that runs Windows XP Professional operating system with SP2. The File Manager must be dedicated to service only the MediaNetwork workgroup. Install only the File Manager software and Avid-authorized software on the File Manager.



*You should go to the Avid Knowledge Base and see the Microsoft Service Pack and Security Bulletin Addendum for any security issues relating to hotfixes for your Windows XP Professional operating system.*



*If you are upgrading your earlier version of File Manager, see the Avid Unity MediaNetwork Version 4.x to Version 4.2.1 Upgrade Instructions included in the documentation folder on the Avid Unity MediaNetwork v4.2.1 installer CD-ROM.*

## Supported Drives for MediaNetwork

Avid Unity MediaNetwork v4.2.2 and later supports 250 GB and 500 GB drives in the new chassis. Drives in earlier releases of Avid Unity MediaNetwork with less storage capacity, are not supported in the new chassis. As drive size and drive speed improve, newer drives will be available for use. Contact your Avid representative for more product information.

## MediaNetwork System Configurations

Avid provides information about MediaNetwork configurations that are qualified with each MediaNetwork release. This information shows the number of active MediaNetwork clients that various MediaNetwork workgroups can support. For configuration information, see *Avid Unity MediaNetwork Configuration Guidelines*.



*The configuration information is a guideline for MediaNetwork workgroups to use but does not provide for all the variations of MediaNetwork workgroups. The number of MEDIAArray drives in the data drive set, the use of real-time effects, and digitizing or recording to a protected or unprotected workspace while other users are working are factors that affect MediaNetwork workgroup performance. Also, you might find that MediaNetwork workgroup performance decreases as the individual clients' loads increase.*

## File Manager BIOS Revisions

Starting with the SR2400 system used for the File Manager and PortServer, the BIOS revision of the SR2400 will not be documented until a change is needed.

## Port Blocking

Some users need to block ports on the Avid File Manager, PortServer, or LANserver to protect their systems. The following information provides you with the default Ports used by Avid on the File Manager. Other ports are not used by Avid and can be blocked without causing problems with their system.

Defaults Ports Used:

- 1403 - For Billing Service
- 5000 - Fail Over File Manager. This is read in from the registry. If the default port has been changed using the Setup Manager, the File Manager will use the new port.
- 6010 - PortServer for LANshare configuration
- 6012 - For PortServer load balancing for LANshare. Not likely used, but not blocked.
- 6014 - License server

The following ports allow CIFs authentication on a LANserver LP:

- 137, 138, 139, and 445
- 53 - Depending upon your setup you might need to open port number 53 to allow Domain Name Services to connect on a LANserver LP.

## PortServer Pro

Avid Unity MediaNetwork v4.2.2 and later supports the PortServer Pro system. The PortServer Pro is a PC-compatible system that runs the Windows 2000 Server operating system with Service Pack 4 and the necessary hotfixes. The PortServer Pro is a dedicated system. Install only the PortServer software and other Avid-authorized software on the PortServer Pro. You connect these systems to a MediaNetwork system through a MediaSwitch. Both types of PortServer workgroups allow you to share MediaNetwork workspaces over an Ethernet network.



*The PortServer Pro uses the SR2400, see the SR2400 Introduction and Avid Unity MediaNetwork PortServer Setup Guide on the Documentation folder CD-ROM for specific information.*



*If you are upgrading your earlier version of PortServer Pro, see the Avid Unity MediaNetwork Version 4.x to Version 4.2.1 Upgrade Instructions included in the documentation folder on the Avid Unity MediaNetwork v4.2.1 installer CD-ROM.*

PortServer workgroups provide access to MediaNetwork workspaces for Windows, Macintosh, and SGI® nonediting client workstations that are not connected to the Fibre Channel network. These workgroups support file copying or file exchange only.

PortServer Pro workgroups provide access to MediaNetwork workspaces for Windows 2003, Windows 2000, Windows XP, and Macintosh OS X editing clients that are not connected to the Fibre Channel network. These workgroups provide the added benefits of playing, digitizing or recording, and editing on Windows and Macintosh Ethernet clients. See the *Avid Unity Configuration Guide* for information on the supported video resolutions and the total number of clients.

The following sections describe information about the PortServer, PortServer Pro, and Ethernet attached clients. For more information on PortServer and PortServer Pro workgroups, see the *Avid Unity MediaNetwork PortServer Setup Guide*.

## PortServer Workgroup Client Licenses

When you first boot a PortServer system after installation, the PortServer runs the Windows 2000 Setup utility. You need to have the Windows software kit available when you run the utility to enter the Windows software product key.

After entering the product key, the License Mode screen appears. This is where you specify how many Ethernet clients you will be attaching to the PortServer system through its Ethernet switch. For information on where to find the product key, see [“Using the Product Recovery CDs” on page 36](#).



*Additional licenses above 5 have to be purchased separately.*

**To set the number of clients that are attaching to the PortServer system’s Ethernet switch:**

1. Click the Per Server radio button.
2. Set the number of concurrent connections to the number of Ethernet clients that are connected to the Ethernet switch. For example, if you connect 12 Ethernet clients, set this value to 12.
3. Click Next and complete the Windows 2000 Setup utility configuration.

## MEDIArray LP Systems

The MEDIArray LP system is a PC-compatible system that runs the Windows XP Professional operating system. The MEDIArray LP system *must* be dedicated to service only the workgroup. Install only the MEDIArray LP workgroup software and other Avid-authorized software on the MEDIArray LP system.



*You should go to the Avid Knowledge Base and see the Microsoft Service Pack and Security Bulletin Addendum for any security issues relating to hotfixes for your Windows 2000 Professional operating system.*

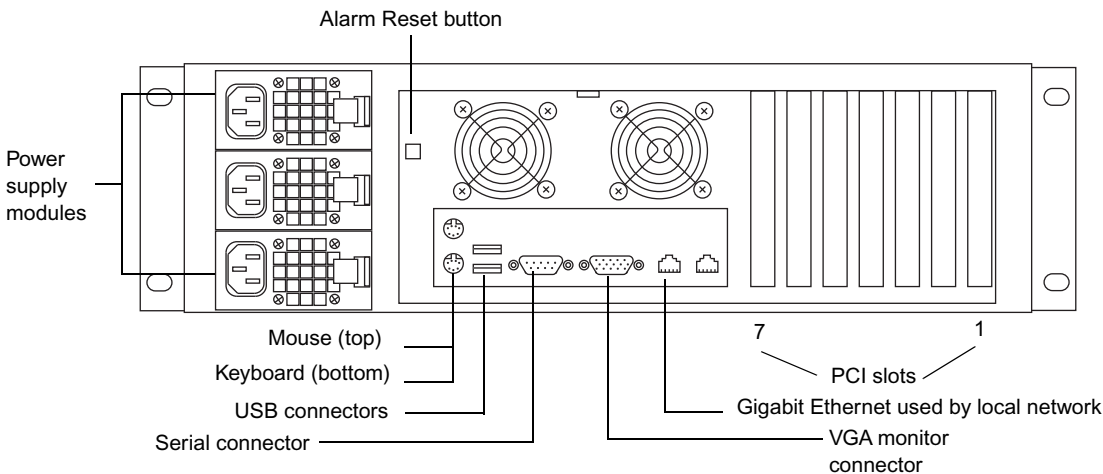


*If you have the MEDIArray ZX, see the documentation that came with the v4.0 or v 4.1.x release and the Avid Unity MediaNetwork Version 4.x to Version 4.2.1 Upgrade Instructions included in the documentation folder on the Avid Unity MediaNetwork v4.2.1 installer CD-ROM.*

# PCI Board Locations

Avid installs the 3ware® drive controller boards and a gigabit Ethernet adapter board in the MEDIArray LP system in the slot locations shown in the following illustration. The slots in the MEDIArray LP system are numbered 1 to 7 (from right to left as you face the back of the enclosure).

## MEDIArray LP Slot Locations on the Rear Panel



The following tables list the standard and optional boards that are supported in the MEDIArray LP PCI slots.

### Supported Slot Configuration

PCI Slot	Interface	Description
1 PCI-X	Not used	
2 PCI-X	Fibre Channel board	The ATTO CTFC-41XS adapter board is an optional board used to connect the MEDIASwitch.
3 PCI-X	Fibre Channel board	The ATTO CTFC-41XS adapter board ships installed, used to connect the MEDIASwitch.
4 PCI-X	SATA drive controller board	This slot contains a 3Ware 9550SX-81p SATA disk controller that controls the internal drives. No external connectors are available.

Supported Slot Configuration (Continued)

PCI Slot	Interface	Description
5 PCI-X	SATA drive controller board	This slot contains a 3Ware 9550SX-81p SATA disk controller that controls the internal drives. No external connectors are available.
6 PCI-Express	Not used	
7 Chassis Slot	Not used	This slot is reserved for a SCSI connector panel, used with the internal SCSI controller.

The optional adapter boards *are not* installed in the MEDIArray LP when it ships — install them according to the previous table. For more information, see the *Avid Unity MEDIArray LP Setup Guide*.

PCI Driver Versions

Board	Driver Version
3ware drive controller	3.00.01.084
Fibre Channel adapter (optional)	See “Fibre Channel Adapter Board Firmware and Drivers” on page 16.

Memory Configuration

The MEDIArray LP ships with two 512 MB modules installed in bank 1 for a total of 1 GB of memory.

Daisy Chaining

Daisy chaining for HD is available only when you daisy chain 2 MEDIArray LPs in a dual switch configuration. For example; If MEDIArray LP1 and MEDIArray LP2 are daisy chained, only one client on either switch should be allowed to access each MEDIArray LP. This allows each client to use it’s own MEDIArray LP to perform HD. No sharing is allowed.

# LANserver LP Systems

The LANserver LP system is a PC-compatible system that runs the Windows 2000 Server operating system with Service Pack 4. The LANserver system *must* be dedicated to service only a LANshare workgroup. Install only the LANshare workgroup software and other Avid-authorized software on the LANserver system.



*You should go to the Avid Knowledge Base and see the Microsoft Service Pack and Security Bulletin Addendum for any security issues relating to hotfixes for your Windows 2000 Professional operating system.*



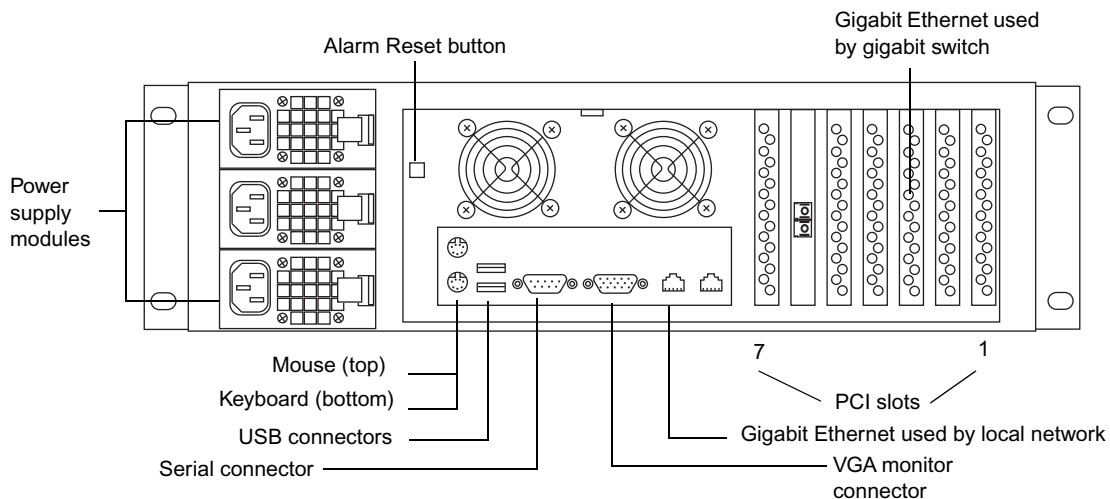
*If you have the LANserver EX, see the documentation that came with the v4.0 or v 4.1.x release and the Avid Unity MediaNetwork Version 4.x to Version 4.2.1 Upgrade Instructions included in the documentation folder on the Avid Unity MediaNetwork v4.2.1 installer CD-ROM.*

## PCI Board Locations

Avid installs the 3ware<sup>®</sup> drive controller boards and a gigabit Ethernet adapter board in the LANserver LP system in the slot locations shown in the following illustration. The slots in the LANserver LP system are numbered 1 to 7 (from right to left as you face the back of the enclosure).

When you purchase the LANserver LP system Fibre Channel configuration, it ships with an Ethernet board for attaching up to 20 Ethernet clients. You can also purchase up to three Fibre Channel adapter boards to support six Fibre Channel clients, or five Fibre Channel clients and one MEDIArray LP drive enclosure.

### LANserver LP Slot Locations on the Rear Panel





The following table lists the standard and optional boards that are supported in the LANserver PCI slots.

### Supported Slot Configuration

PCI Slot	Interface	Description
1 PCI-X	Fibre Channel board	The ATTO CTFC-42XS adapter board is an optional board used to connect Fibre Channel clients or one MEDIArray LP drive enclosure.
2 PCI-X	Fibre Channel board	The ATTO CTFC-42XS adapter board is an optional board used to connect Fibre Channel clients or one MEDIArray LP drive enclosure.
3 PCI-X	Network gigabit Ethernet controller	This slot contains an Alacritech SEN2001XT gigabit Ethernet network controller board. Use this network connection for your gigabit switch.
4 PCI-X	SATA drive controller board	This slot contains a 3Ware 9550SX-81p SATA disk controller that controls the internal drives. No external connectors are available.
5 PCI-X	SATA drive controller board	This slot contains a 3Ware 9550SX-81p SATA disk controller that controls the internal drives. No external connectors are available.
6 PCI-Express	Fibre Channel board	Avid has qualified an ATTO CTFC-42ES adapter board for this PCI Express slot. This is an optional Fibre Channel adapter board used to connect Fibre Channel clients.
7 Chassis Slot	Not used	This slot is reserved for a SCSI connector panel, used with the internal SCSI controller.

The Fibre Channel adapter boards *are not* installed in the LANserver LP when it ships — you *should* install them according to the previous table. For more information, see the *Avid Unity LANserver LP Setup Guide*.

### PCI Driver Versions

Board	Driver Version
3ware drive controller	3.00.01.084
Gigabit Ethernet adapter	7.3.0.0
Fibre Channel adapter (optional)	See <a href="#">“Fibre Channel Adapter Board Firmware and Drivers”</a> on page 16.

## Memory Configuration

The LANserver ships with four 512 MB modules installed for a total of 2 GB of memory.

## Installing MediaNetwork Software

The following sections describe how to install your MediaNetwork software. Avid ships all new MediaNetwork File Managers and PortServer systems with the appropriate operating system, drivers, and hotfixes already installed.



*Check the Avid Knowledge Base for the Security Guidelines and Best Practices document for information on updates for all hotfixes and patches.*

If you are installing a new MediaNetwork workgroup, follow the installation instructions provided in the following guides:

- *Avid Unity MediaNetwork File Manager Setup Guide*
- *Avid Unity MediaNetwork PortServer Setup Guide*

When you have completed the installation of the File Manager and PortServer software and before you continue with the installation of the client software. Read “[Client Software Installation](#)” on page 27 and then use the following guides.

- *Avid Unity MediaNetwork Windows Fibre Channel Client Setup Guide*
- *Avid Unity MediaNetwork Windows Ethernet Client Setup Guide*
- *Avid Unity MediaNetwork Macintosh Fibre Channel Client Setup Guide*
- *Avid Unity MediaNetwork Macintosh Ethernet Client Setup Guide*

## LANserver LP and TransferManager

There is an intermittent interaction problem between the File Manager software on the LANserver LP and the TransferManager. If you stop the File Manager software while the TransferManager has workspaces mounted for transferring media, both the LANserver LP and the TransferManager *must* be rebooted. After both systems are rebooted, the TransferManager shows all of the LANserver drives mounted as local drives in the My Computer window. Because the TransferManager does not know about these drives, double-clicking a drive displays a message asking if you want to format the drive. If you see this message, *click No*.

**To unmount each of the LANserver LP drives from the TransferManager:**

1. Right-click the My Computer icon on the desktop, and select Manage. The Computer Management window opens.
2. In the left pane of the Computer Management window, click Disk Management. The right pane shows a list of available drives.
3. Right-click a drive other than C or D (these are the system software drive and the Avid software drive), and select Change Drive Letter and Path. The Change Drive Letter and Path for *X* appears, where *X* is the drive letter.
4. Select the drive in the dialog box and click Remove.
5. Click Close. The drive no longer appears in the right pane of the Computer Management window.
6. Repeat steps 1 to 5 for each of the LANserver LP drives.
7. Reboot the TransferManager.

## Time Synchronization

Avid recommends that you run only one time synchronization utility on your LANshare clients. You should use only one of the following recommendations when setting up time synchronization:

- ▶ Synchronize the LANserver system to a synchronization source and then synchronize all LANshare clients to the File Manager.
- ▶ Synchronize the LANserver and all the LANshare clients to the same synchronization source.

For a MediaNetwork client to synchronize its time with the File Manager, the client needs to maintain a connection to the MediaNetwork File Manager. The connections are created as follows:

- Windows Fibre Channel clients automatically create a connection to the File Manager when the client boots. No workspaces need to be mounted.
- Macintosh Fibre Channel clients, or Windows and Macintosh Ethernet clients must mount a workspace to create a connection to the File Manager.

## Client Software Installation

As you install the MediaNetwork software on your clients you need to be aware of some general information that is not in the manuals. The following sections explain that information:

## Installing Windows Clients

### Windows Autologin

Avid recommends that you turn off the Windows 2000 Professional or Windows XP Autologin feature that takes you directly to a desktop when you boot the system rather than displaying a login window. Autologin prevents some necessary Avid files from initializing properly and this prevents the Connection Manager from mounting workspaces on the desktop. For information about turning off Autologin, see your Windows documentation or Help.

## Installing Mac OS X Clients

The following sections apply to Mac OS X client installations.

### Background Tasks

Mac OS X runs several background tasks daily, weekly, and monthly. The tasks clean up system databases and run between 3:15 A.M. and 5:30 A.M. If these background tasks are missed for a period of time, they can take several minutes to complete, they run at a higher system priority from Avid applications and utilities, and will affect the performance of all running applications while they are in progress.

If you normally use your system during the time when the background tasks are running, consider changing the time when these tasks run. A utility, CronniX, allows you to easily change the time when the background tasks run. It is available from the following Web site:

<http://www.koch-schmidt.de/cronnix/>

### Mac OS X Autologin

Avid recommends that you turn off the Mac OS X Autologin feature that takes you directly to a desktop when you boot the system rather than displaying a login window. Autologin prevents some necessary Avid files from initializing properly and this prevents the Connection Manager or the Fibre Manager from mounting workspaces on the desktop. For information about turning off Autologin, see your Apple documentation or Help.

### Fibre Channel and Ethernet Client Software

Avid does not support running both the Fibre Channel client software and the Ethernet client software on the same Mac OS X client.

### Fibre Manager

The Fibre Manager can display up to 400 workspaces in the Connections window.


## DNS Server

Mac OS X Ethernet clients need to connect to a network that has a domain name services (DNS) server so that they can properly identify servers and clients that are part of the network. If you do not plan on connecting the MediaNetwork workgroup to a network that contains a DNS server, Avid recommends that install and configure a DNS server on one of your PortServer systems. To install and configure the DNS server, see the Appendix in the *File Manager Setup Guide*.

## Automatic Software Updates

Avid recommends that you do not automatically update any of the Apple software on your Mac OS X client. Automatic Apple software updates can lead to unpredictable Avid software operation.

### To turn off automatic software updates:

1. Select Apple  menu > System Preferences. The System Preferences window opens.
2. Click Software Update. The Software Update window opens.
3. Click the Update Software tab. The available update options appear.
4. Deselect “Automatically check for updates when you have a network connection.”
5. Close the Software Update window to save the change.

## Macintosh Hidden Files

When a Mac OS X client writes some files to a MediaNetwork workspace, it actually write two files: a visible file and a hidden file (the resource fork). Visible files usually contain only an icon for the creator application and the name of the file. The hidden files appear as an icon followed by a period (.), an underscore (\_), and the file name on Windows clients.



*The Mac OS X version of Avid Composer Products software does not create hidden files.*

Hidden files are not always hidden. They are controlled when the workspace is viewed from a Mac OS X client, only the visible file is seen.

When you encounter a hidden file, you should do the following:

- Leave the hidden files as they are. Do not delete or remove these files from the MediaNetwork workspace.
- Open files by clicking the visible file name or the visible file icon.

# Loading Firmware and Drivers

Avid Unity MediaNetwork software includes the needed drivers, firmware, and configuration tool for the supported boards.



*Avid has loaded the proper firmware on the ATTO Celerity board prior to delivery of your system.*

## Installing the Software

Install the software in the following order:

- Install ATTO drivers and firmware (if needed) on your Macintosh client system
- Load the v5.0.1.10 firmware into the new MEDIASwitch 16-4G (Q-Logic)
- Install v4.2.x on your Mac OS X 10.4.6 or later



*When installing software on the Macintosh system you will need the Administration Password.*

## Installing ATTO Drivers and Firmware on Mac OS X Systems

The following sections describe how to upgrade ATTO firmware and drivers for the Mac OS X operating system. Load the drivers and firmware for the ATTO boards on Windows Operating system, see [“Upgrading the ATTO Fibre Channel Driver” on page 41.](#)

### Installing the ATTO Configuration Tool

The ATTO Configuration Tool allows you to:

- Upgrade ATTO Fibre Channel adapter boards.
- Display adapter specific settings.
- Display connected devices.

#### To install the ATTO Configuration Tool:

1. Insert the Avid Unity MediaNetwork CD-ROM into the Macintosh client CD-ROM drive.
2. Disconnect the Fibre Channel cable from the ATTO Fibre Channel adapter board in the Mac OS X client.
3. On the MediaNetwork CD-ROM navigate to (ATTO 4-Gb Celerity):  
`Drivers_Firmware_Mac\HostBusAdapters\ATTO\Utilities\OSX\3.07`

4. Double-click Configuration application (.app). The ATTO Configuration Tool window opens.
5. Click the lock at the bottom of the window to make changes and type a user name and password that has Administrator permissions in the Authenticate Window.
6. Click OK. The Introduction screen appears.
7. Click Next. The License screen appears.
8. Read the license and select “I accept the terms of the License Agreement.”
9. Click Next.

The Choose Install Folder screen appears.

10. Click Next. The Pre-Install Summary screen appears.
11. Click Next. The Install Complete screen appears.
12. Click Done.
13. Reconnect the Fibre Channel cable.
14. Restart the Mac OS X client.

#### **To upgrade the ATTO Fibre Channel driver:**

1. Insert the MediaNetwork CD-ROM into the Macintosh client CD-ROM drive.
2. Disconnect the Fibre Channel cable from the ATTO Fibre Channel adapter board in the Mac OS X client.
3. On the MediaNetwork CD-ROM, navigate to: (for ATTO Celerity CTFC-41XS board)
  - ▶ For the v2.50 driver —  
   Driver\_Firmware\_Mac\HostBusAdapter\ATTO\Drivers\OSX\Celerity\OSX  
   10.3.x
  - ▶ For the v3.0.0 driver —  
   Driver\_Firmware\_Mac\HostBusAdapter\ATTO\Drivers\OSX\Celerity\OSX  
   10.4.x
4. Double-click the appropriate package at that location.
5. The Welcome window opens click Continue.
6. The License screen appears, click continue.
7. Click Agree to the dialog box.
8. The Easy Install screen opens, click Install.
9. Type a user name and password that has Administrator permissions in the Authenticate Window.
10. Click Install. When the driver installation finishes, the Important Information screen appears indicating that you need to restart the Mac OS X client.

## Loading Firmware into the MEDIASwitch 16-4G

Avid Unity MediaNetwork v4.2.x software uses the MEDIASwitch 16-4G. If you are installing a new system the proper firmware is already loaded.

To load the firmware into the MEDIASwitch 16-4G you need the following:

- The new version 5.0.1.10 firmware
- A crossover cable
- An installed Avid Unity system with SANsurfer software installed on a PC. This would normally be the File Manager.

### To load the new firmware:



*If you have two MEDIASwitch 16-4Gs and the File Manager and switches are connected to an Ethernet network, you should turn off one switch before running MediaSwitch Manager 16 software for the first time to configure the switch IP addresses. This prevents the software from seeing duplicate IP addresses that can cause it to not recognize either switch. See the Avid Unity File Manager's Setup Guide for information.*

### To install MEDIASwitch 16-4G software:

1. Click the Start button and point to Programs > MediaSwitch Manager, and select MediaSwitch Manager.

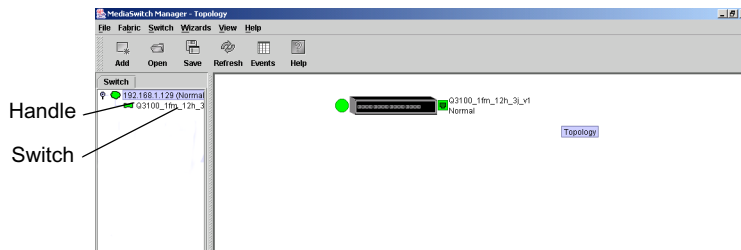


*If you have previously stored the default fabric view you will be asked to enter the encryption code. Do not type anything in, just click OK and continue to step 4.*

2. Click one of the following:
  - ▶ If you have a view already loaded click Load View File - Go to Step 7
  - ▶ If you do not have a view already loaded click Continue Without Loading View — Go to step 4.
3. Click Add. (this requires IP address, login, and password) and click Proceed.  
The Add a New Fabric window opens.
4. Enter the following:
  - The IP address of the switch For example; 192.168.1.129
  - At login: enter admin
  - AT password: enter password (all lower case)
5. Click Add Fabric
6. A Non-secure connection window opens, click OK.  
The Topology window opens, showing you the selected switch in your Fabric.



7. Click the handle in the left pane of the window. This displays the switches that are in your Fabric using the Switch Faceplate view.



8. Double-click the Switch in the left pane that you need to load firmware.
9. From the Switch Menu select Load Firmware. The Load Firmware window opens.
10. Click Browse from the Load Firmware window and browse to the location of the new v5.0.1.10 firmware file.
11. Select the file and click Open.
12. From the Load Firmware Window click the Start button.  
A Firmware Upload Message box opens.
13. Click OK to continue the installation.  
When completed an “Activate Successful” message appears.
14. Click “Close” to exit the Firmware Utility when the firmware has been loaded.
15. Close all open windows and programs.

## Information About LANserver LP

The following sections provide information you should know regarding all MediaNetwork workgroups.

### Fibre Channel Adapter Boards

LANserver LP systems support two ATTO CTFC-42XS (PCI-X) adapter boards and one ATTO CTFC-42ES (PCI-E) adapter board as options for connecting Fibre Channel clients. You can mix these Fibre Channel adapter boards in the same LANserver LP system.

## Disk Software

When you use your LANserver LP system the following two scenarios could happen that *appear* to be problems, but they are not.

1. When you open the Setup Manager you might observe disks that are labeled something other than Avid.
2. While creating a new Data Drive set it is possible to receive a dialog box that reads:  
“Some of the selected drives may not have the correct firmware”.

You should click OK and ignore the dialog box.

Neither of these situations will effect system performance and should not be cause for concern. The software that determines the drive type and firmware is being changed to reflect to the proper drives.

## Setting the Virtual File Manager Name

The LANserver LP needs to have the Virtual File Manager Name set to a name that is different from the Windows Computer Name. Having different names prevents all clients from receiving the following error message:

```
Exception: file other, filename: GetUnityInfo can't  
UNITY_IOCTL_GET_PERF_DATA_V1 on ioRefNum
```

If the error message appears, it causes the editor window to show File Other.

### **To set the LANserver LP system Virtual File Manager Name:**

1. Start the Setup Manager. The Setup Manager window opens.
2. Select File > General Configuration. The General Configuration Options dialog box opens.
3. In the Virtual File Manager Name text box, add LS to the end of the existing name (by default, the existing name is the Windows Computer Name).
4. Click OK to close the General Configuration Options dialog box and save the change, then close the Setup Manager window.

## Hot Swapping LANserver System Drives

The LANserver system *does not* support hot swapping the drives in the drive set. You cannot remove a drive from a LANserver system enclosure while it is running.

## LANserver LP Directory and File Limits

Avid Unity MediaNetwork v4.2.x supports 10,000 directories and up to 250,000 files for LANshare workgroup. You can increase the number of directories on the file system to more than 10,000. Doing so, however, decreases the total number of files you can store, by 32,000, each time you cross a 10,000-directory boundary. MediaNetwork warns you if you exceed either the directory or the file limits. The following table shows the dynamic relationship between the number of directories you have and the number of files you can store on a LANserver with 2-GB of memory.

**LANserver LP Directories and Files**

Directories	Maximum Files LANserver LP
10,000	250,000
20,000	218,000
30,000	186,000

## Workgroups and Sound Designer II Audio Files

Sound Designer II™ files *are not supported* on Macintosh clients in a workgroup. *Do not* import existing projects with Sound Designer II files into Avid Unity MediaNetwork system. For new projects, use a different default file format, such as AIFF-C.

### Starting New Projects or Converting Existing Projects

**To set the audio file format when you start a new project or convert an existing project:**

1. Double-click Audio Project in the Settings scroll list of the Project window.
2. Click the Audio File Format pop-up menu, and select either OMF (AIFF-C) or OMF (WAVE).
3. Click OK. Any Sound Designer II files you subsequently import or digitize are converted to the selected format.

### Problems with Existing or Converted Projects

**To fix Sound Designer II files in a converted or existing project where the Sound Designer II format was not converted:**

1. Make a list of the files that are presenting problems.
2. Recapture or reimport the files and convert them to either OMF (AIFF-C) or OMF (WAVE).

## Online Drive Recovery

When you perform an online drive recovery, you should remember that clients not already connected to the MediaNetwork workgroup (by having a workspace mounted or by running the Administration Tool), are prevented from connecting to the workgroup until the recovery is complete.

## Using the Product Recovery CDs

If you need to restore your File Manager or other MediaNetwork systems by installing the Product Recovery CD-ROM, remember that the procedure restores only the operating system and the hardware drivers. It does *not* restore the MediaNetwork software. The MediaNetwork software must be reinstalled separately, after the operating system recovery is complete.

When recovering the Windows operating system, you need to run the Windows Setup utility to set the operating system parameters. You need to have the Windows license number to type in as part of the configuration. Depending on the Windows operating system you are using, Avid provides the license number in the following location.

- Window XP operating system — Sticker on the side of the chassis
- Window 2000 Server operating system — Sticker on the sleeve of the Recovery CD-ROM
- Window 2003 Server operating system — Sticker on the side of the chassis

For an updated procedure on how to use Avid Product Recovery CD-ROMs and perform the Windows Activation process, search for the “Product Recovery CD-ROM and Windows Activation Process” posted on Avid Knowledge Base. Go to [www.avid.com/onlineSupport/](http://www.avid.com/onlineSupport/).

## Using Backup Software

There are several non-Avid applications available for backing up your Avid Unity system:

- Legato NetWorker<sup>®</sup>
- ARCserve<sup>®</sup>
- Dantz Retrospect<sup>®</sup>

You’ll need the following hardware to perform these backups:

- A separate server to run the server portion of the backup software, if required. This server *cannot* be the File Manager.
- A tape drive, attached to the backup server, that is supported by the backup software.

- A client attached to the workgroup that can mount all of the MediaNetwork workspaces. This can be either a Windows or a Macintosh client, as supported by the backup software, that is already a workgroup client.

For additional information on using these backup applications to back up your MediaNetwork workgroup, see the backup application notes included with your MediaNetwork documentation or contact Avid Customer Support.

## Installing the Alacritech Ethernet Board Driver

Your new LANserver LP contains the needed v7.3.1.0 Alacritech driver. However, before you load v4.2.x LANserver LP software all clients that contain Alacritech cards must upgrade to v7.3.1.0. If you have clients that need the new revision use the following procedure to load the Alacritech Ethernet board driver.



**You should record your existing IP configuration settings and addresses before you continue in case the settings change during the removal or installation of the driver. When the driver installation is complete, you should check to make sure that the existing IP configuration settings and addresses are correct. If they have changed, reset them to the proper settings.**

The Alacritech driver requires a special procedure to upgrade correctly for use in a MediaNetwork workgroup.

To upgrade the Alacritech Driver you must first uninstall the old driver.



*Do not use the New Hardware Wizard to install the driver. Use the following procedure instead.*

### Uninstalling the Windows 2000 Alacritech driver:

#### **To uninstall the Alacritech driver on Windows 2000:**

1. Log in to the Windows clients using an account that has Administrator permissions.
2. Click the Start button, and select Settings > Control Panel. The Control Panel window opens.
3. Double-click the Add/Remove Hardware icon. The Add/Remove Hardware Wizard opens to the Welcome screen.
4. Click Next. The Choose a Hardware Task screen appears.
5. Click Uninstall/Unplug a device.
6. Click Next. The Choose a Removal Task screen appears.
7. Click Uninstall a device.

8. Click Next. The Installed Devices on Your Computer screen appears.
9. Select Alacritech Accelerator in the list.
10. Click Next. The Uninstall a Device screen appears.
11. Select the “Yes, I want to uninstall this device” option.
12. Click Next. The device uninstalls in approximately 30 seconds and the Add/Remove Hardware Wizard closes.
13. Reboot the Windows client.

### **Uninstalling the existing Alacritech Ethernet adapter board driver on Windows XP Systems:**

#### **To uninstall the Alacritech driver on Windows XP:**

1. Log in to the Windows XP system using an account that has Administrator permissions.
2. Right-click My Computer and select Manage.
3. Click Device Manager in the left pane.
4. Click on Network Adapter. A list of available network adapters appears.
5. Right-click Alacritech Accelerator and select Uninstall.
6. Click OK to confirm device removal. This might take a minute or two to actually uninstall. When the Computer Management Window refreshes, it is complete.
7. Reboot the system.

### **Installing Alacritech Ethernet Adapter Board Driver on a Windows 2000 or XP System:**

#### **To install the Alacritech driver:**

1. Log in to the MediaNetwork, PortServer system or Ethernet client. The Found New Hardware Wizard opens.
2. Click Cancel. The Found New Hardware Wizard closes.
3. Insert the MediaNetwork CD-ROM into the PortServer, or Ethernet client CD-ROM drive. The CD-ROM is set to auto-start and open the Avid Unity Installation window. This takes approximately 30 seconds.
4. Click Exit to close the Avid Unity Installation window.
5. On the MediaNetwork CD-ROM, navigate to:  
`Drivers_Firmware\NetworkAdapters\Alacritech\w2k_Xp\7.3.1.0`
6. Double-click the setup or setup.exe icon. The Alacritech Accelerator Setup window opens.
7. Click Yes to the software license agreement.

8. Make sure the Port Aggregation Driver option *is not* selected, and the TCP Fast-path driver option and the Slicuser Diagnostic Utility option *are* selected.
9. Click Continue. The Installing dialog box opens followed by the Reinstalling Driver dialog box informing you that the SLIC adapter *is not* currently configured.
10. Click Yes. The driver installs and the Setup Program dialog box opens instructing you to restart the system.
11. Click Yes. The system reboots.



**After you install the Alacritech driver you must enable sharing of the disks by selecting the check box that enables Windows File Sharing.**

## Setting the Alacritech Ethernet Adapter Board Link Speed

If you have an Alacritech Ethernet adapter board installed in a Windows client (PortServer or editing client) *and* connected to a GBIC in the Asanté IntraCore 65120-2G or IntraCore 65120-12G, you must set the link speed and duplex mode for the adapter board.

### To set the link speed and duplex for the Alacritech Ethernet board:

1. Right-click the My Computer icon on the desktop and select Manage. The Computer Management window opens.
2. Click Device Manager in the left pane. The right pane shows a list of available device types.
3. Expand Network adapters. A list of network adapters appears.
4. Right-click Alacritech Accelerator and select Properties. The Alacritech Accelerator Properties dialog box opens.
5. Click the Advanced tab. The Advanced properties appear.
6. Click the Link Speed & Duplex under Property list, and select 1000Mb/Full Duplex.
7. Click OK to close the Alacritech Accelerator Properties dialog box and save the changes.
8. Close all of the open dialog boxes and windows.

## Loading Fibre Channel Drivers

If you have purchased a new Avid Unity system and you wish to connect editors, you might need to load new ATTO HostBusAdapters drivers on your Windows 2000, Windows XP, and Mac OS X editing systems.

For a list of supported driver version, see [“Fibre Channel Adapter Board Firmware and Drivers” on page 16.](#)

## Installing the ATTO Configuration Utility

The ATTO Configuration Utility allows you to:

- Upgrade the firmware on the ATTO Fibre Channel adapter board.
- Display adapter specific settings.
- Display connected devices.

### To install the ATTO configuration utility:

1. Log in as Administrator.
2. Insert the MediaNetwork CD-ROM into the CD-ROM drive. The Avid Unity Installation window opens after approximately 1 minute.
3. Click the Exit button to close the installation window.
4. On the v4.2.x MediaNetwork CD-ROM, browse to (4 Gb board):  
`Drivers_Firmware\HostBusAdapters\ATTO\Utilities\Windows\307\win_app_configtool_307`
5. Double-click the win\_app\_configtool\_307.exe file (4 Gb board).  
The ATTO Configuration Tool Window opens.
6. Click Next. The License Window opens.
7. Select “I accept” and click Next.  
The Choose Install Folder window opens.
8. Click Next, or change install path and click Next. The Pre-Installation Summary Window opens.
9. Click Install. When the installation is complete the Install Complete Window opens.
10. Click Done.

## Upgrading the ATTO Phantom Device



*You only need to upgrade the ATTO Phantom Device if you have not done it in previous releases. If you have performed this procedure in any other 3.X release you can skip this procedure.*

The ATTO Phantom Device will only load when the ATTO Fibre Channel adapter board cannot find any devices. To upgrade this device, you must disconnect the Fibre Channel cable from the ATTO Fibre Channel adapter board. The ATTO Phantom Device will appear in the Device Manager after you disconnect the Fibre Channel cable. Keep the cable disconnected until the firmware upgrade is complete.



**To upgrade the ATTO Phantom Device:**

1. Disconnect Fibre Channel cables from the ATTO adapter board.
2. Right-click on My Computer and select Manage. The Computer Management Window opens.
3. Select Device Manager. The Device Manager opens.
4. Click the plus sign (+) next to System Devices.
5. Right-click on the ATTO Phantom Device and select Properties.
6. Click the Driver tab in the Properties window.
7. Click Update Driver in Driver tab.
8. In Upgrade Device Driver Wizard.
  - Do not let Windows select the driver, click the options that allow you to pick the driver.
  - Navigate to the ATTOMTLN.inf file on the CD-ROM.
9. Click Open in the Locate File Window. You will receive an incorrect list of devices in the Select a Device Driver Window. The Phantom Device has changed from a SCSI and RAID device to a System device.



*This process applies to the first Phantom Device you upgrade on the system. After you upgrade the first device, on systems with multiple Phantom Devices, subsequent devices display the correct System device.*

10. Click Next in the Select Device Driver Installation window.
11. Click Finish. The driver version of the Phantom Device should be v1.0 in the Properties window you opened in step 5.
12. Close the Properties window.
13. Repeat steps 5 to 19 for each Phantom Device listed.
14. Reconnect the cables.

**Upgrading the ATTO Fibre Channel Driver**

Use the following instructions to upgrade the ATTO Fibre Channel driver in your Windows 2000 or Windows XP Fibre Channel client or MEDIArray LP.



*You must be logged in as an Administrator to upgrade drivers.*

1. Insert the MediaNetwork CD-ROM into the Windows 2000 or XP client CD drive. The MediaNetwork v4.2 Installation window opens after approximately 1 minute.
2. Click the Exit button to close the installation window.

3. Browse for the CTFC-41-XS driver on the MediaNetwork CD-ROM, go to:  
`\Drivers_Firmware\HostBusAdapters\ATTO\Drivers\Windows\Celerity_2.51`
4. Double-click Setup.exe.  
The ATTO Windows Driver Installer opens.
5. Click Install.  
A message informs you that the setup installation takes several minutes.
6. Click OK in the message box.  
A Hardware Installation message informs you that the driver does not pass the Windows Logo testing.
7. Click Continue Anyway at the Hardware Installation dialog box.  
A message informs you that the ATTO Windows driver installation has completed successfully.
8. Click OK.

## Upgrading the ATTO Firmware

You do not need to update any ATTO firmware for Avid MediaNetwork v4.2, v4.2.1, and v4.2.2 but this procedure is provided for any future need that might arise. Make sure the Fibre Channel cables are disconnected from the ATTO Fibre Channel adapter board before you proceed.

### To upgrade the ATTO firmware using the ATTO Configuration Utility:

1. Click the Start button, and select Programs > ATTO Configuration Tool > Configuration Tool. The Configuration tool opens.
2. From the Device Listing window, click the plus sign (+). The Hosts Window opens.
3. Click the plus sign (+). The Localhost Window opens.
4. Click the ATTO CTFC-4xxx that appears under localhost.
5. Click the Flash tab that appears to the right of the Main Window.
6. Click the Browse navigate the MN v4.2 CD-ROM to the flash bundle file stored at:  
`Drivers_Firmware\HostBusAdapters\ATTO\Firmware\Windows\Celerity\2.50`
7. Click on the flash bundle and click Open.
8. Click the Update button.



*The system appears to hang for several seconds while the flash occurs.*

9. When the flash completes, click OK and quit the Configuration Utility.
10. Reboot the Windows client for changes to take effect.



*If you have multiple ATTO Fibre Channel adapter boards to upgrade, click No to the reboot message until you have completed upgrading all of the boards in your system and then reboot the system before upgrading the MediaNetwork software.*

When you have completed installing the ATTO driver and firmware, return to the procedure that directed you here and complete the upgrade procedure.

## Limitations

The following items describe limitations with the current release of the MediaNetwork software. When a workaround exists, it appears in the paragraph directly following the limitation description.

- When you try to create a workspace, you might receive an error message stating that the requested workspace size exceeds the actual available size even though the Administration tool shows sufficient space in the Max size display in the New Workspace dialog box. This is because the maximum workspace size displayed in the New Workspace dialog box is an approximation from the File Manager. The actual size is not known until you create the workspace.

**Workaround:** Create a new workspace and reduce the size — for example, by 1 GB. Repeat this operation until you can successfully create a workspace.

- If you use the Avid Performance Meter (IOTester.exe) to perform a read-only test, and you stop the test before it completes, the tool might stop functioning unexpectedly. This can occur if you try to stop the test while it is creating a temp file.



*Stopping the Performance Meter during a write-only test does not result in the same problem.*

**Workaround:** Monitor the progress of the test in the Results graph and, if necessary, stop the test when the tool is recording reads and not writing a temp file.

- If you use the ATTO Configuration tool to upgrade the firmware on the ATTO Fibre Channel host adapter board, the Connection Mode setting reverts to the default setting of AL (Arbitrated Loop).

**Workaround:** To correct this, you must reset the Connection Mode parameter in the Configuration tool to PTP Preferred.

### To reset the Connection Mode setting:

1. Do one of the following:
  - ▶ (Windows) Click the Start button, and select Programs > ExpressPCI Configuration Tool.
  - ▶ (Macintosh) Navigate to the folder where you installed the ATTO Configuration tool, and then double-click ATTO Configuration.app.

The ATTO Configuration tool opens.
2. In the Device Listing window, navigate to the appropriate channel on your host adapter.

The NVRAM Configuration tab opens.
3. Click the Connection Mode menu, and select PTP Preferred.
4. Click Commit.



*You must restart your system for the change to take effect.*

- ▶ Macintosh clients can only mount a total of 25 drives and workspaces on the desktop. This limit is the total of local and shared storage.
- ▶ If you have a data file that is larger than the free space, you receive a “Some files were not optimized” error.

**Workaround:** When you optimize, you make a copy of a file on a nearly full workspace or drive, move it to an emptier workspace or drive, then delete the original. You must maintain sufficient free space on your workspace or drive to make a copy of your largest file, or optimization will fail. Be aware that the size of files when using MXF, starting in v3.5.3, is vastly larger than what is possible with OMF files.

- ▶ Changing the drive letters of mounted workspaces on Windows clients while the Avid Composer Products software is running can cause FILE\_NOT\_FOUND errors when you attempt to access media or quit the application.
- ▶ Using the Macintosh Finder to delete a large number of files from a LANshare workspace takes a very long time.

**Workaround:** Do one of the following:

- ▶ Delete large numbers of files from within the Avid Composer Products application either from a bin or using the Media tool.
- ▶ Delete large numbers of files from the Finder by placing all the files you want to delete into a folder, and then clicking the folder and dragging it to the Trash.

- Drive Z *might not* display correctly when mounted on the LANserver system. The drive appears in Windows Explorer. All of the data for the workspace is available and mounted correctly.

- Bins saved from a Macintosh client *are not* usable by a Windows client.

**Workaround:** Make sure you save bins on the Macintosh client with Windows Compatible File Names selected.

- Rebooting a Windows 2000 client while the MediaNetwork file system is busy can cause other clients to underrun.

**Workaround:** *Do not* reboot Windows 2000 clients while other clients are busy working with media on the MediaNetwork workspaces.

- All versions of the Mac OS operating system *are not* case sensitive. You *cannot* have two files with the same name, but different letter case, in the same folder (such as, video1 and Video1).

The MediaNetwork file system *is* case sensitive. You *can* have two files with the same name and different letter case in the same folder. This might cause problems for MediaNetwork workgroups that have a mix of Windows and Macintosh clients.

- Avid does not support deleting folders or files in a shared workspace while more than one client is using the workspace. This can cause media to go offline and applications that access the workspace to report missing files.

## Known Issues

The following sections describe known issues with the LANserver system hardware and software. When a workaround exists, it appears in the paragraph directly following the issue description.

### MediaNetwork

- For File Manager systems and for Avid Fibre-attached clients, Windows XP might display the following error message after you repeatedly restart the system: “Windows — Low On Registry Space.” This occurs when the Windows system hive file increases in size because of the large number of drives in the MediaNetwork system for which Windows XP maintains registry records. This can degrade the performance of the File Manager and of Fibre-attached clients.

**Workaround:** Run the Scrubber.exe utility located in the \Extras\Scrubber folder on the Avid Unity MediaNetwork CD-ROM to remove old entries and compresses the system hive file. For information on how to run the Scrubber utility, see the documentation provided in the Scrubber folder on the CD-ROM (Microsoft\_Scrubber\_util.doc).

- When you use the Configuration Assistant in the Avid Setup Manager to create a new drive set, the Configuration Assistant might automatically attempt to create a drive set with 84 drives and 1 spare drive. Avid MediaNetwork v4.2 supports drive sets with a maximum of 79 drives and 1 spare drive.
- Systems using Macintosh clients with an ATTO Celerity host adapter board and an Avid Unity LANshare LP might not see all of the drives in an attached MEDIArray enclosure.

**Workaround:** You need to adjust the ATTO Celerity configuration settings in order to see the MEDIArray enclosure, changing the setting for the maximum logical unit numbers (LUNs) from the default 32 to 33 in order to see all the MEDIArray drives. The reason for this is that the File Manager is seen as a LUN, which reduces the available number of LUNs to 31.

**(Macintosh) To change the default LUN setting:**

1. Navigate to the folder where you installed the ATTO Configuration tool, and then double-click ATTO Configuration.app.  
The ATTO Configuration tool opens.
2. In the Device Listing window, navigate to the appropriate channel on your host adapter.  
The NVRAM Configuration tab opens.
3. In the Max LUNs per Target text box, type 33.
4. Click Commit.



*You must restart your system for the change to take effect.*

- Unity fails to install Java if Java was previously uninstalled. If you inadvertently uninstall Java from your system and then attempt to install Unity, the Unity software will not install.

**Workaround:** Re-install Java.

- Drive Repair will not start if the Admin Tool is open on the File Manager. The repair seems to start, but in the Server Log viewer the Drive Repair just waits and make no progress (notice “making exchange items available” message is not seen).

**Workaround:** Close the Admin Tool and navigate into a workspace through Network Neighborhood. Once this is done the data repair starts.

- It is possible that if an ATTO 3300 board is placed into an IBM M-Pro or Z-Pro system you can receive audio hardware underruns.

**Workaround:** Call your Avid Customer Support representative and ask for the procedure to changed the PCI latency by using the ATTO Config Utility.

- If you change the IP address of a MediaNetwork server (File Manager, PortServer, MediaManager, TransferManager, or Avid ProEncode), you *must* reboot the server after you change the IP address for the change to take place. If you *do not* reboot these servers, clients can still make connections to the affected server but *might not* work as expected. You must also update your clients to look for the new server IP address.

If the server is a PortServer or a PortServer Pro system, you *must* also run PortServerConfiguration.exe to reconfigure the system registry.

- The Setup Manager frequently lists some drives in the data drive set as missing. This occurs most often on File Managers that have a large number of drives (over 30). You cannot perform any operation on a drive when it is listed as missing.

Drives can be listed as missing under any of the following conditions:

- You start the File Manager and then quickly start the Setup Manager and click the data drive set.
- You add a drive to or remove a drive from the data drive set.
- You perform a drive recovery.

**Workaround:** If you have drives listed as missing in your data drive set, press the F5 function key to refresh the Setup Manager window. All of the drives should appear when the window is refreshed.

- When you add a new adapter board to the MediaNetwork File Manager, the parallel port stops working. This prevents the File Manager software from recognizing the application key (dongle).

**Workaround:** Reinstall the parallel port driver from the MediaNetwork CD-ROM.

- MediaNetwork clients, connected to a PortServer Pro that has a built-in Ethernet port enabled but not connected to a network, receive an error informing them they *cannot* connect to the license manager.

**Workaround:** Either connect the enabled PortServer Pro built-in Ethernet port to a network or disable the enabled PortServer Pro built-in Ethernet port.

- If you cancel the software uninstall process on the File Manager or any Windows client before the software is removed, when the client reboots, an error message opens stating that it cannot find the setup.exe file. This prevents the new client software from being installed.

**Workaround:** Restart the software uninstall process and complete uninstalling the software.

- If a drive is physically missing from the data drive set when a drive repair is performed, the RecoveryInfo.dat file (which maintains a record of the drives in the drive set) is not updated.

**Workaround:** Make sure that all of the correct drives for the drive set are physically installed in the MEDIArray II or MEDIArray LP drive enclosures when you perform a drive repair. If they are not, at your first opportunity after the drive repair is completed, stop and start the File Manager software using the Monitor Tool.

- If the File Manager reboots while PortServer systems are connected, the PortServer systems do not rescan the drives after the File Manager reboots. This prevents other applications, such as the Administration Tool, from running on the PortServer system.

**Workaround:** Two workarounds are available:

- ▶ Rescan the drives manually.
- ▶ Reboot the PortServer system.

- If you rename a file in a workspace, add a drive to or remove a drive from the workspace's allocation group, and perform an optimization of the workspace, the optimization fails.

**Workaround:** Close the Administration Tool used to perform the optimization. Have all clients unmount any mounted workspaces. Start the Administration Tool on the File Manager and perform the optimization. The optimization now finishes correctly.

## LANserver Systems

- LanShare LP does not see/share externally connected MEDIArray LP drives if the LANserver LP and MEDIArray LP are booted at same time as a Fibre Channel client.

**Workaround:** The MEDIArray LP must be completely started before booting or rebooting the LANserver EX.

- If you replace the Alacritech Ethernet adapter board in a Windows 2000 client (LANserver LP or editing client) before you remove the driver, the Alacritech driver cannot be upgraded.

**Workaround:** Use the following process to upgrade the Alacritech driver if you have already replaced the Alacritech Ethernet adapter board:



**To fix the client and upgrade the Alacritech Ethernet adapter board:**

1. Click the Start button and select Run. The Run window opens.
2. Type **regedit**. The Regedit window opens.
3. Navigate to:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services
4. Delete the ATCP directory.
5. Select Registry > Exit to quit regedit and save the changes.

If you have any questions or problems, contact Avid Customer Support.

- If you change the IP address of a LANserver or LANserver LP system, you *must* reboot the server after you change the IP address for the change to take place. You *must* also run PortServerConfiguration.exe to reconfigure the system registry. If you *do not* reboot the LANserver or LANserver LP systems, clients can still make connections to the affected server but *might not* work as expected. You should also update your clients to look for the new server IP address.
- A LANshare Ethernet client *cannot* mount the desired workspaces. The only available workspaces are those of another user.

**Workaround:** Do one of the following:

- ▶ If you are using a Windows client, right-click the Connection Manager icon, and select Change User. This will allow you to log in with a different user name.
- ▶ If you are using a Macintosh client, select Connection > Change User. This will allow you to log in with a different user name.
- The Monitor Tool *does not* report any Ethernet clients in the Active Clients tab. The tab currently only reports Fibre Channel clients.

**Workaround:** To see information about the Ethernet clients, use the PortServer Status Viewer.

- If you quit and restart the Fibre Channel support software service (IBOD), clients *cannot* connect to the LANserver LP system.

**Workaround:** Reboot the LANserver LP system to allow clients to connect.

- The LANserver system requires a static IP address when you are configuring your network. Avid installers and applications use the IP address to recognize the system, not the computer name.
- The Setup Manager might list some drives in the data drive set as missing. You *cannot* perform any operation on a drive when it is listed as missing.

Drives can be listed as missing under any of the following conditions:

- You start the File Manager software and then quickly start the Setup Manager and click the data drive set.
- You add a drive to or remove a drive from the data drive set.
- You perform a drive repair.

**Workaround:** If you have drives listed as missing in your data drive set, press the F5 function key to refresh the Setup Manager window. All of the drives should appear when the window is refreshed.

- If you have one or more LANserver or LANserver LP systems and a number of Ethernet clients, and the LANserver systems and Ethernet clients use local user accounts to allow users to access MediaNetwork workspaces, users *must* use the Change User command in the Connection Manager to mount workspaces from the LANserver system.

**Workaround:** Avid recommends you use domain user accounts for the LANserver systems and Ethernet clients. This allows users to access MediaNetwork workspaces *directly* using the Connection Manager without having to use the Change User command in the Connection Manager. It also prevents the need to replicate local user accounts on all of the LANserver or LANserver LP systems.

- The Monitor Tool might show “Megabytes per second” values over 100,000 MB. These values are erroneous. Closing and opening the Monitor Tool *does not* clear the values.

**Workaround:** Leave the Monitor Tool running. Over time, the “Megabytes per second” values return to the normal range of 80 MB to 100 MB.

## Administration Tool

- The Administration tool might display a size for a drive that differs from the size displayed for the same drive in the Setup Manager or in the Avid Unity MediaNetwork Monitor tool. The drive size listed in the Setup Manager and in the Monitor tool represents the actual size of the drive. The drive size listed in the Administration tool represents the size of the drive with the metadata area (104 MB) taken into account.

- If the Administrator account or a user account does not have a password on the account, the Administrator or a user can log in using any password.

**Workaround:** Avid recommends that you assign a password to the Administrator account and all user accounts.

A Drive Repair will not start if the Admin Tool is open on the File Manager. The repair seems to start, but in the Server Log viewer it will just wait and make no progress.

**Workaround:** Close the Admin Tool, then navigate into a workspace through Network Neighborhood. Once that was done the data copy started.

- The Administration Tool Connection Monitor window incorrectly shows all active clients to be logged in as Administrator. This makes it difficult to determine which client is currently connected to the MediaNetwork workgroup.

**Workaround:** To determine which client is logged in to the MediaNetwork workgroup, use the system name that appears in the Host Name column of the Connection Monitor window.

## Windows Clients — General Information

- The Connection Manager can display a maximum of 500 workspaces. This might become a problem when you are able to connect to more than one MediaNetwork workgroup or LANshare workgroup, and you have access to a large number of workspaces from each workgroup.

**Workaround:** Use the Administration Tool to limit the number of workspaces that any user can access in each MediaNetwork workgroup or LANshare workgroup.

- After you mount workspaces, re-opened the connection manager to deselect some workspaces then select others, one of the following can take place:
  - The correct number of drive letters are displayed, but one or more of the drives show the wrong workspace name (it is really the newly mounted workspace).
  - The deselected workspace will disappear but the newly selected workspace will not.

**Workaround:** Do not dismount and mount from the Connection manager in the same “manage connections” session; For example, unmount the drives, click apply, then re-open manage connections to mount the new one.

- If you delete a workspace from the File Manager or a PortServer system while a client has the workspace mounted, the workspace appears to still be mounted on the client if viewed using Windows Explorer.

**Workaround:** To check mounted workspaces on a client, start the Connection Manager. This updates the mounted workspaces. Any workspaces that were deleted no longer appear in Windows Explorer.

- If the File Manager is rebooted without properly stopping clients, the Windows 2000 or Windows XP clients do not reconnect.

**Workaround:** To see the File Manager, right click My Computer, select Manage and rescan System Devices.

- If two files containing different data, with the names of the files having different cases (for example NAME.txt and name.txt), opening either file only shows the data from the file with the lower case name (name.txt).

## Windows 2000 Clients

- If your Windows (Fibre Channel or Ethernet) client has the ability to connect to more than one MediaNetwork workgroup or LANshare workgroup, the Connection Manager displays only workspaces from the systems that are active. If a connection to a workgroup *is* available, no message is displayed. If a connection to a workgroup *is not* available, a message is displayed.
- Entering the Fibre Channel adapter board BIOS on a client connected to a LANserver LP system can put the Fibre Channel adapter board in the LANserver LP system in an unusable state until the LANserver LP system is rebooted.

**Workaround: To enter the Fibre Channel adapter board BIOS on a LANserver LP client:**

1. Shut down the client.
2. Disconnect the Fibre Channel cable from the client.
3. Boot the client and make the necessary changes in the Fibre Channel adapter board BIOS.
4. Shut down the client.
5. Reconnect the Fibre Channel cable to the client.
6. Boot the client and resume your work.

- When you use After Effects® and Avid Codecs to render a file larger than 2 GB to a MediaNetwork workspace, a generic drive error is returned when the file reaches 2 GB.

**Workaround:** Avid recommends you segment the After Effects file into several pieces, each smaller than 2 GB. This is an After Effects problem. For more information on using After Effects with Avid Composer Products software, see the Adobe Web site:

[www.adobe.com/support](http://www.adobe.com/support)

- If you replace the Alacritech Ethernet adapter board in a Windows 2000 client (PortServer or editing client) before you remove the driver, the Alacritech driver cannot be upgraded.

**Workaround:** Use the following process to upgrade the Alacritech driver if you have already replaced the Alacritech Ethernet adapter board:

**To fix the client and upgrade the Alacritech Ethernet adapter board:**

1. Click the Start button and select Run. The Run window opens.
2. Type **regedit**. The Regedit window opens.
3. Navigate to:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services
4. Delete the ATCP directory.
5. Select Registry > Exit to quit regedit and save the changes.

If you have any questions or problems, contact Avid Customer Support.

## Windows XP Clients

- If you use the Map Network Drive command to map MediaNetwork workspaces on a Windows XP client, you receive an error that you *cannot* unmap the workspaces when you are finished.

**Workaround:** Click Ignore and the workspaces are unmapped.

- When you attempt to map a MediaNetwork workspace on a Windows XP client, you might be prompted for a user name and password before the workspace is mapped.

- If the Connection Manager option “Automatically remount these workspaces the next time I log in” is selected, the Windows XP client *might not* mount the workspaces automatically if the client is set to present the Windows XP Welcome screen.

**Workaround:** Use the Connection Manager to mount the workspaces manually or deselect the “Use the Welcome screen” option in the “Change the way users log on or off” section of the User Accounts Control Panel.

- When a client is moved from one switch to another and the client is rebooted, you might intermittently see the 'Found New Hardware Wizard' appears looking for AVIDCOMM FAKE COMM DISK.

**Workaround:** You can choose to reinstall the driver which is already on the client, or dismiss it. If you dismiss it you might receive the message each time you boot the system.

- If you use the Map Network Drive command to map MediaNetwork workspaces on a Windows XP client, you receive an error that you *cannot* unmap the workspaces when you are finished.

**Workaround:** Click Ignore and the workspaces are unmapped.

- If an XP client has TCP/IP enabled and the File Manager is not configured to talk to the XP client using TCP/IP, the first time the XP client accesses an Avid workspace after booting the system it can take 20 to 30 seconds.

**Workaround:** Configure the network so the File Manager can be reached using TCP/IP.

- If you can reach the File Manager using TCP/IP, but the File Manager is using a virtual file manager that does not match the computer name, (this is required for Failover and on LANshare) the first time the XP client accesses an Avid workspace after booting the system it can take 20 to 30 seconds.

**Workaround:** The NetBIOS over TCP/IP must be disabled to remove this initial 20 second delay.

1. From Network Connections, right click Local Area Connection and select Properties.
2. Select “Internet Protocol (TCP/IP)” and click Properties
3. Click Advanced.
4. Select the WINS tab.
5. Select “Disable NetBIOS over TCP/IP” in the NetBIOS setting panel.
6. Click OK, and then Close.

- When you log out of a Windows XP client using the Windows Switch User feature, the workspaces mounted by the previous user remain mounted when your desktop opens.

**Workaround:** Use the Windows standard log out process and then log in when the Windows log in prompt opens.

## Mac OS X Clients Fibre Channel Clients

- When you attempt to transfer a group of files from one Unity workspace to another workspace and the destination window is open, it is possible that all files will not be transferred and you are not notified.

**Workaround:** Make sure that the destination window is closed and you transfer the files to the destination icon

- If the File Manager service is turned off or the File Manager system powers down for any reason such as a failover, maintenance, or a system crash, all Mac OS X clients must be rebooted to reconnect.
- Using the Administration Tool to delete a workspace containing a large file can cause the client to disconnect from the File Manager and show a “Lost connection to server” error message.
- The Administration Tool for Mac OS X clients has Optimize, Synchronize, Add/Remove Drives, and Move Workspace options disabled.

**Workaround:** Perform the Optimize, Synchronize, Add/Remove Drives, or Move Workspace operations from the File Manager or a Windows client.

- If you copy media files from one MediaNetwork workspace to another, the media files are corrupted and cannot be used.

**Workaround:** When you need to copy files from one workspace to another use Consolidate to copy files from within the Avid Composer Products software to copy files from one workspace to another. Alternatively, you can copy them to your desktop and then copy them to the other workspace.

- If you click Cancel on the Authentication dialog box while you are installing the MAC OS X client software, you can still install the software but with incorrect permissions for many features to function correctly.

**Workaround:** If you install the software and it does not function correctly, uninstall the software and reinstall it. Do not click Cancel on the Authentication dialog box and make sure that you type the user name and password for an account with Administrator permissions.

- Mac OS X clients are slow when saving Projects or Bins to shared MediaNetwork workspaces.
- When a client using Macintosh OS 10.3.5 or later is attached to a LANserver LP system that is connected to a MEDIArray LP containing 16 drives (for a total of 32) the client cannot see any of the drives.

**Workaround:** Remove one drive, two if mirrored, from the system until the total is 31 or less. You can physically remove one or two drives from the system and use them as “cold” spares.



*You must physically remove the drive(s) from the system, you cannot leave the drive in the system and make it a “warm” spare.*

- Mac OS X clients cannot mount workspaces that have one or more spaces in the workspace name.

**Workaround:** Create workspaces with no spaces in their names. If you need to separate two words in a workspace name, use an underscore (\_) instead of a space.

## Technical Support Information

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